

Surgery 01775 715 999
Test Results 01775 715 995
Dispensary 01775 715 996

WINTER 2014/15 NEWSLETTER

Welcome to the Winter edition of the Munro Medical Centre Newsletter produced jointly by the Practice and the Patient Reference Group. Don't forget, previous newsletters can be downloaded from the Practice website under the 'News' tab.

Care Quality Commission (CQC)

As we go to press with this newsletter the Practice has received a visit from a CQC inspection team. The team of five will be covering all aspects of Practice activity from clinical practices to administration.

Following this visit, it will be interesting to see how their report differs from that published last year that caused much controversy.

See page 2 for the results of the Individual Clinicians survey carried out by the Practice in the Autumn.

Missed Appointments

Wonder why you can't always get a quick appointment?

See page 3.



Sharps Bin Disposal



The Practice is unable to accept sharps bins for disposal. They need to be taken to the South Holland District Council offices in Priory Road where there is a receptacle in the foyer. Please note that the council will not accept any sharps or needles that are not in a bin.

Patient Survey Results for Individual Clinicians

During Autumn we ran a survey to gather feedback for the six doctors in the Practice. In a change from previous surveys this was carried out when patients attended a consultation rather than being open to anyone via the internet. The clinicians were not aware of which patients had been asked to provide feedback.

The table below shows a summary of Good & Very Good responses for some key questions.

How good was your doctor today at being polite?	93.08%
How good was your doctor today at making you feel at ease?	92.55%
How good was your doctor today at listening to you?	94.15%
How good was your doctor today at assessing your medical condition?	92.28%
How good was your doctor today at explaining your condition and treatment?	91.47%
How good was your doctor today at involving you in decisions?	90.22%
How good was your doctor today at providing or arranging treatment?	89.86%
Is this your usual GP?	86.81% (Yes)

The Practice will be taking note of issues raised by the survey and ways to further improve the patient experience will be put in place.

The full results are available on the Practice website under the PRG tab > Patient Survey 2014.

A similar survey will soon be undertaken for Nurses and Healthcare Assistants.



Missed Appointments

Our objective is to provide the best service we can for our patients but we need patients' co-operation to do this. Wasting appointments impedes our ability to see all the patients who need consultations. If you need to cancel an appointment we would be grateful if you could notify reception in good time to allow your appointment to be given to another patient.

In the period November to January 2015 -

931 appointments were missed,

Costing over 177 hours of medical staff time.

During 2014 a total of **3527** appointments were missed. That is an average of **67** appointments per **week**. This was only a slight reduction on 2013 when 3546 appointments were missed.

With an ever increasing demand for healthcare it is critical that this service is used fairly. If you register your mobile number then you will get a text reminder the day before your appointment.

Next time you hear someone complain that they can't get a quick appointment, let them know about these shocking statistics.

Remember, it might be YOU that needs an urgent appointment.

Out of Hours Service

If you need medical advice at night, during the weekend or on a Bank Holiday please call 111. Trained staff will direct your call to the appropriate service. For more information on this service visit the NHS111 website — www.nhs.uk/111

Please note this service is provided countywide by NHS Lincolnshire.

If you think you or someone else may be having a heart attack, stroke or breathing difficulties where life is in danger,

telephone 999 immediately.

Same Day Appointments Triage System

If you require a same day appointment you will usually be added to a telephone triage list. If you can give as much information as possible to the person taking your call, we can ensure your call is routed to the most appropriate person to call you back.

Call backs are usually made within an hour but can be longer at peak times such as Monday mornings or if staff are required for an emergency.

A trained nurse will call you back to discuss the problem you are presenting with. The outcome of this may not require an immediate appointment or possibly no appointment at all.

Practice Website

WWW.MUNROMEDICALCENTRE.CO.UK

In addition to all the information you'll need about the Practice and its services including the new 'self help' section, you can register to be able to book appointments with your usual GP and request repeat prescriptions.

To register just bring one of the following into the surgery:

1 x Photo ID, e.g. passport or driving licence

Or

1 x Document with your full name and postal address, e.g. utility bill

Future newsletters and contacting the Patient Reference Group (PRG)

Anything else you would like to see in this newsletter or
you wish to raise with the PRG?

Send your ideas to:

prg_comments@munromedicalcentre.co.uk

or write to the PRG at the Practice address

Please note that the PRG is unable to respond to complaints. Please contact the reception desk and ask for a copy of the complaints procedure or ask to speak to the Practice Manager. The PRG cannot deal with patient specific issues and do not have access to medical records.